



MTF Action Plan Report

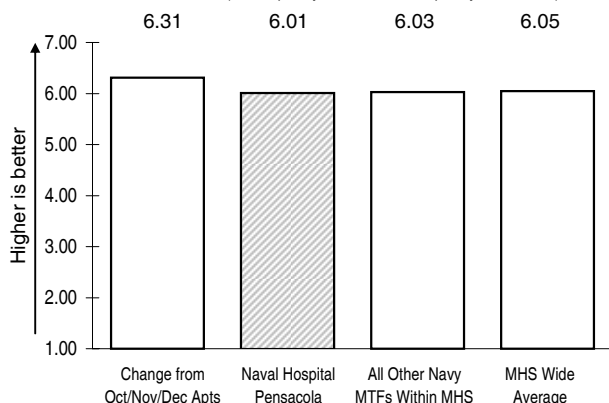
Naval Hospital Pensacola

Patient Satisfaction Report: January/February/March 2007 Appt. Data

Total Dialed = 906 Completed Telephone Surveys = 105 Non-eligibles = 328 Response Rate = 18.2%

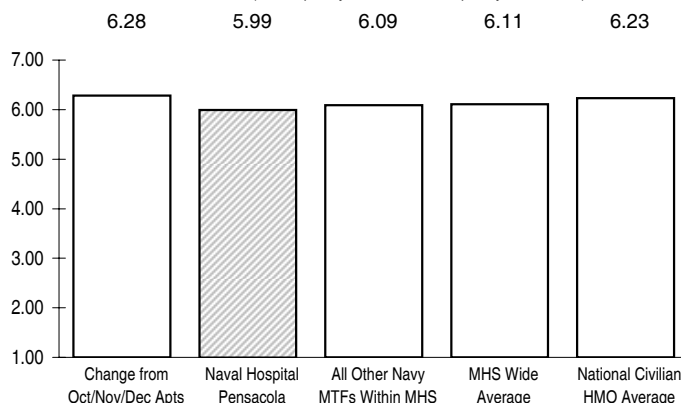
Overall Satisfaction with Clinics (Q12)

Mean Score (7=Completely Satisfied, 1=Completely Dissatisfied)



Overall Satisfaction with Medical Care (Q5)

Mean Score (7=Completely Satisfied, 1=Completely Dissatisfied)



Not Significantly Different From Naval Hospital Pensacola
Significantly Different From Naval Hospital Pensacola

Comparison To:

Change from Oct/Nov/Dec Apts	* Highest Correlation with Clinic Satisfaction (Q12) ** Highest Correlation with Medical Care Satisfaction (Q5) Mean Score (5=Excellent, 1=Poor)	Mean Score	All Other Navy MTFs Within MHS	MHS Wide Average	National Civilian HMO Average
Access Average		3.94	3.70	3.72	3.86
* Referral for specialty care (Q10c)		3.89	3.66	3.70	4.04
* Access to medical care (Q10b)		4.02	3.72 ↑	3.73 ↑	4.00
* Time to return your call (Q11)		3.68	3.40	3.46	3.63
Office wait time (Q9)		3.94	3.78	3.81	3.64 ↑
Ease of making phone appointment (Q10a)		4.01	3.75	3.70 ↑	4.02
Appointment wait time (Q7)		4.04	3.78 ↑	3.82	3.87
Quality Average		4.22	4.17	4.18	4.08
** Overall quality of care received (Q3j)		4.25	4.24	4.24	4.13
** How well the care met your needs (Q3i)		4.25	4.10	4.11	4.03 ↑
** Thoroughness of treatment (Q3c)		4.28	4.22	4.23	4.17
How much you were helped (Q3h)		4.06	4.10	4.08	3.98
Explanations of procedures and tests (Q3d)		4.24	4.19	4.21	4.09
Interpersonal Relationship Average		4.26	4.18	4.20	4.06
** Personal interest in you (Q3e)		4.25	4.18	4.22	4.10
** Attention given to what you had to say (Q3b)		4.38	4.27	4.30	4.19
** Amount of time with Dr. and staff (Q3g)		4.18	4.07	4.08	3.90 ↑
Friendliness and courtesy of staff (Q3a)		4.41	4.37	4.37	4.26
Advice on ways to avoid illness/stay healthy (Q3f)		4.08	4.03	4.03	3.85

Your rating is:

↓ Lower

Same

↑ Higher